

## CLIENT RIGHTS

- In accordance with Wyoming statutes, clients served by mental health centers have the right to impartial access to services, regardless of race, religion, sex, ethnicity, age, handicap, or sources of financial support.
- You have the right to have your personal dignity and privacy recognized and respected in the provision of all services.
- You have the right to receive services without worry about abuse, financial or other exploitation, retaliation, humiliation, and neglect from staff.
- As a Cloud Peak Counseling Center client, you have a right to an individual plan for your treatment which provides for the least restrictive care that may be expected to benefit you.
- Written and verbal communications between clients and staff and the content of clinical records shall be held in confidence by all staff. Confidential information shall be revealed or released only with the client's informed and written consent, instances of legally reportable child or adult abuse and neglect, client criminal activity on CPCC premises or against CPCC staff, and to qualified State and Federal personnel, and to authorized peer reviewers under written oath of confidentiality.
- Federal confidentiality rules (42-CFR Part 2 and CFR parts 160 and 164) prevent use of any information we have obtained to criminally investigate or prosecute any alcohol or drug patient. Disclosure of client identifying information is permitted if authorized by a court order, after application showing good cause.
- You have the right to initiate a grievance and obtain a mechanism for requesting a review of the grievance. You have the right to bring legal representation to the hearing to assist in presenting the grievance. Suggestions, complaints, or grievances should be taken to the Director of Cloud Peak Counseling Center; in the event of a grievance, you will be provided with a copy of our Client Grievance and Hearing Policy.
- You have the right to have access to your own records, except when CPCC feels it would not be in your best interests.
- You have the right to access legal entities for appropriate representation.
- You have the right to access self-help and advocacy support services.
- You have the right to be notified under what conditions these rights may be restricted including criteria for resolution and return to treatment.

### Confidentiality

The Agency protects the confidentiality of all client related information, including the fact that a person is (or was) a client of the Agency. Confidential information is released only with the client's written permission, in a form that meets the requirements for informed consent, complies with federal HIPAA (Health Insurance Portability and Accountability Act) privacy guidelines, and/or in those specific situations where disclosure is mandated or permitted by law.